



Notification for Proposers

Software and Professional Services for Information Technology Service Management (ITSM) #1058

Proposals have been received from the following firms:

AGILOFT
ALEMBA
BITTERCREEK
CARAHSOFT
CITSMART
FRESHSERVICE
IVANTI
MANAGE ENGINE
MARVAL NORTH AMERICA
MATRIX
SYMPHONY SUMMIT
SYSaid
TEAMDYNAMIX
TOPdesk

➤ **Tentative Project Award Schedule Has Changed from:**

3.5 Tentative Procurement Schedule

Table 4.1 – Tentative Schedule

These are target dates and subject to change without notice.

September 24, 2019	RFP overview published on the city's website instructing how to obtain the full RFP document
October 11, 2019	Questions due - emailed to City's Purchasing Division Manager
October 18, 2019	Invitation to request answers published on the city's website due
November 1, 2019	Proposals to be emailed to Procurement@stcharlesil.gov prior to due date/time – 3:00 PM Local Time. Proposals should be sent utilizing the option to "Request a Delivery Receipt"
November 28, 2019	Short-list proposers published on the city's website
February 28, 2020	Demonstrations using City supplied use cases completed

To: **Short-list proposers published on the city's website: TBD** (conflicting priorities and the volume of responses prevent us from stating a specific target date.)

Demonstrations using City supplied use cases completed: TBD

- The city will either provide an update to this webpage
 - upon determination of the shortlist, or
 - prior to year end with a status update.

The City wishes to thank all Proposers for participating in this solicitation. The City recognizes and appreciates the time and effort your firm put into preparing and submitting your proposal. The City invites you to respond to future solicitations which are posted on the City's website at <https://www.stcharlesil.gov>.